Upgrade OTCnet Offline Check Capture Software

To upgrade OTCnet Offline Check Capture Software, complete the following steps:

> **Application Tip**
>
> *Install* refers to no previous versions of OTCnet Offline installed on a terminal. *Upgrade* refers to installing an updated version of OTCnet Offline on a terminal that has a previous version of OTCnet Offline installed.
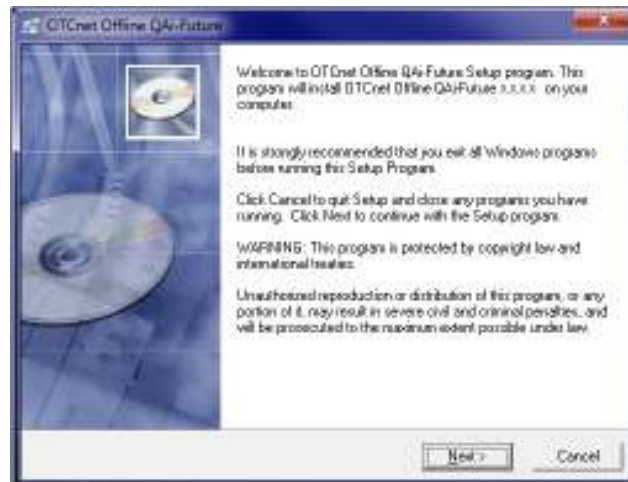
> **Application Tip**
>
> Before initiating an Offline Check Capture software upgrade consider the following information:
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> - To upgrade the OTCnet Offline Check Capture software you will need Windows Administrator privileges on each computer
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> - A Check Capture Administrator's (CCA) Offline logon profile must be created prior to upgrading the OTCnet Offline application on each terminal from a 1.3 or older version of OTCnet Offline to OTCnet Offline application versions 1.4 and higher. Refer to the *Create a Check Capture Administrator Offline Logon Profile* printable job aid
>
> - If you are upgrading from a 1.3 or older version of OTCnet Offline Check Capture version to a 1.3.1 OTCnet Offline Check Capture version or above and your Agency manages verification records, you will need to reset and download the LVD for each terminal. Refer to the *Reset LVD* and *Download LVD* printable job aids. If you are upgrading from a 1.3.1 version to 1.3.3 or higher, you do not need to reset and download the LVD
>
> - Close any open batches and upload all existing batches in Batch Management as well as stop the Offline application
>
> - More than one OTCnet Offline application environment (Production or QA (training)) can be installed and upgraded on a terminal. Each Offline application environment must be upgraded separately

1. Locate the folder where the OTCnet software file (EXE file) resides and double-click the OTCnet Offline.exe icon.

2. The *Welcome to OTCnet Offline Setup Program* dialog box appears. Click **Next**.

3. The *Destination Location* dialog box appears. Click **Next**.

> ⓘ **Application Tip**
>
> To install the software to another folder destination, click **Browse** to select a different folder. Click **Cancel** to exit the setup.

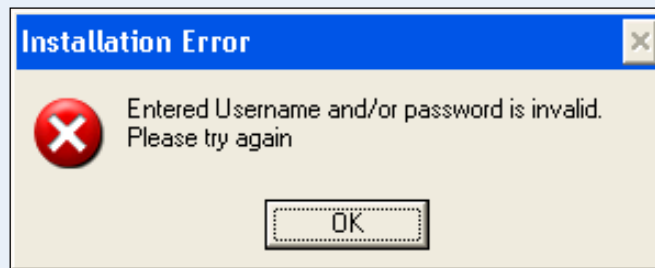4. The *Start Installation* dialog box appears. Click **Next**.

5. The *CCA Offline User Credentials* dialog box appears. Enter your **Enter ID** and **Offline Password** in the appropriate text boxes, and click **Next**

Application Tip

If an incorrect **User ID** and/or **Offline Password** is entered, an *Installation Error* dialog box message appears stating that the entered username (User ID) and/or password is invalid. Click **OK**. The upgrade process will be cancelled. As a result, you will need to run the installer again and enter the correct credentials.

Installation Error

Entered Username and/or password is invalid.
Please try again

OK

6. Wait a moment while the files install. After the *OTCnet Offline has been successfully installed* message appears, click **Finish**.